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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Dayton, Ohio

NCR Docket No. 8808

Application of:

VINCENT, P. G.

Group Art Unit: Not known

Serial No. 09/729,540

Examiner: Not known

Filed: December 4, 2000

For: SYSTEM AND METHODS FOR GRAPHICALLY REPRESENTING
PURCHASE PROFILES AND SALES GUIDANCE TO A CUSTOMER
SERVICE REPRESENTATIVE

Assistant Commissioner of Patents
Washington, D.C. 20231

LETTER TO THE OFFICIAL DRAFTSMAN

Sir:

Enclosed are formal drawings of Figures 1 through 6 for the above-identified patent application. Please substitute the enclosed formal drawings for the originally filed informal drawings of Figures 1 through 6, which were provided with the patent application when filed on December 4, 2000.

Two duplicate copies of the enclosed drawing sheets are provided for the convenience of the Office.

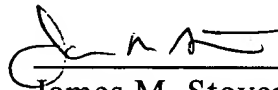
CERTIFICATION OF MAILING UNDER 37 CFR 1.8

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Assistant Commissioner for Patents, Washington, D.C. 20231 on
MAR 08 2001.

By: Patricia Carthey
Name: PATRICIA CARTHEY

The Commissioner is hereby authorized to charge any fees that may be required to NCR Corporation, Deposit Account No. 50-1673.

Respectfully submitted,



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MAR 08 2001

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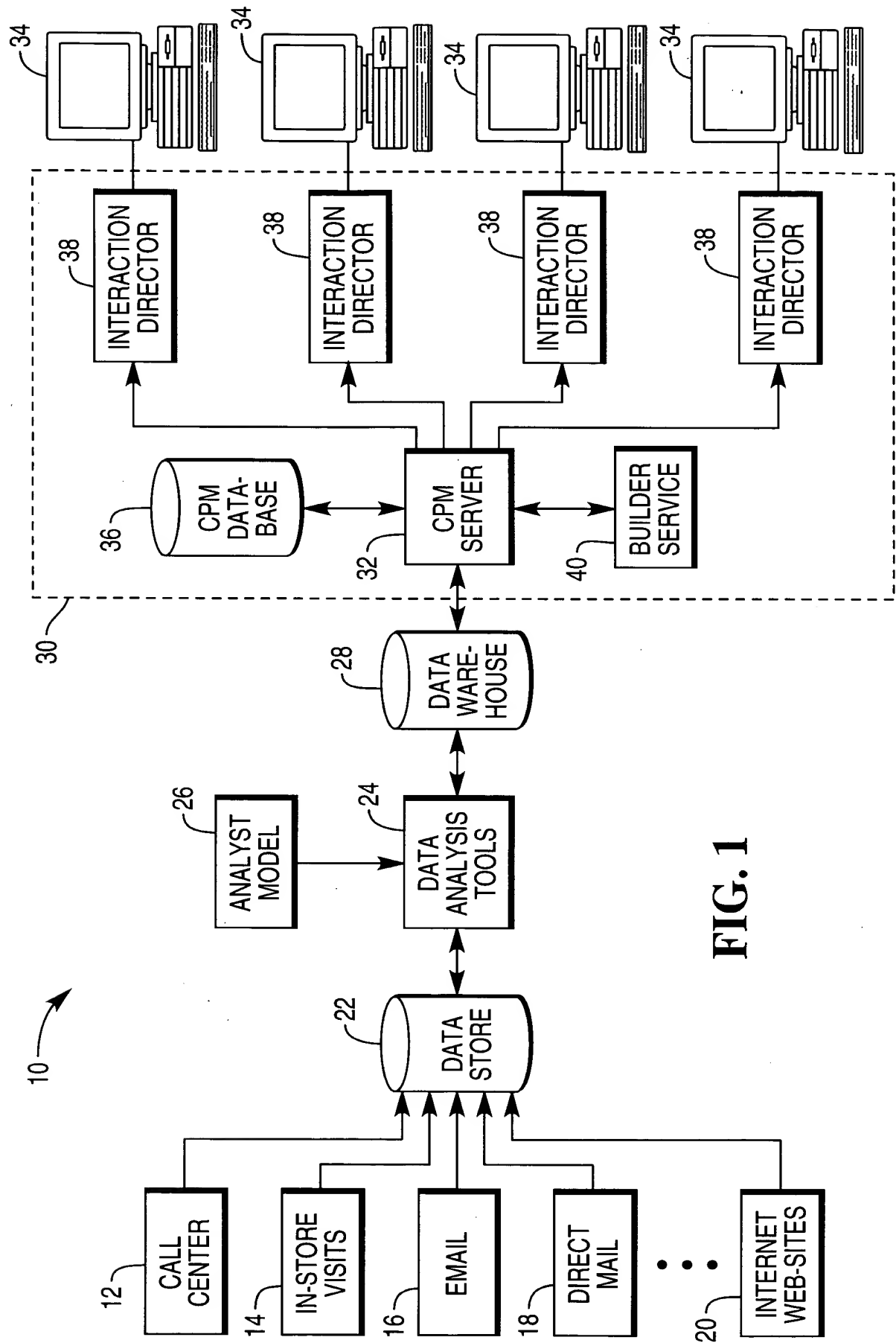


FIG. 1

FIG. 2

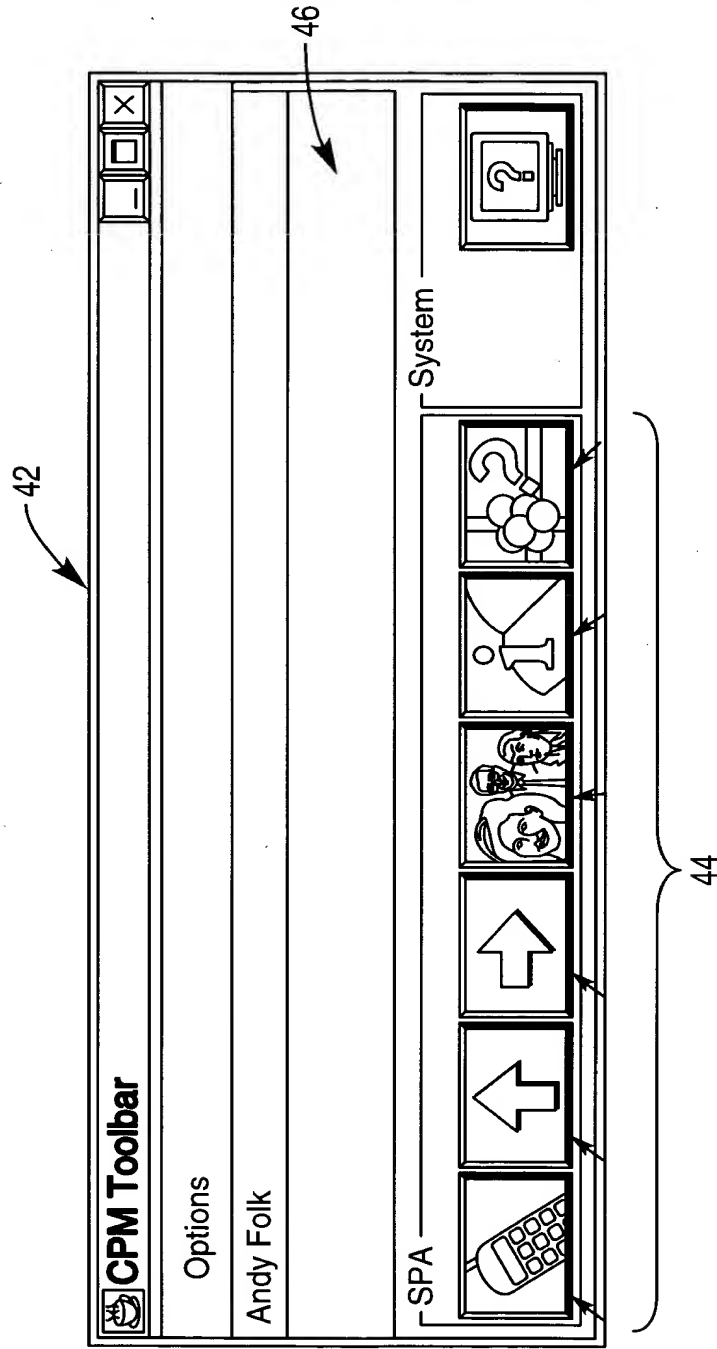


FIG. 3

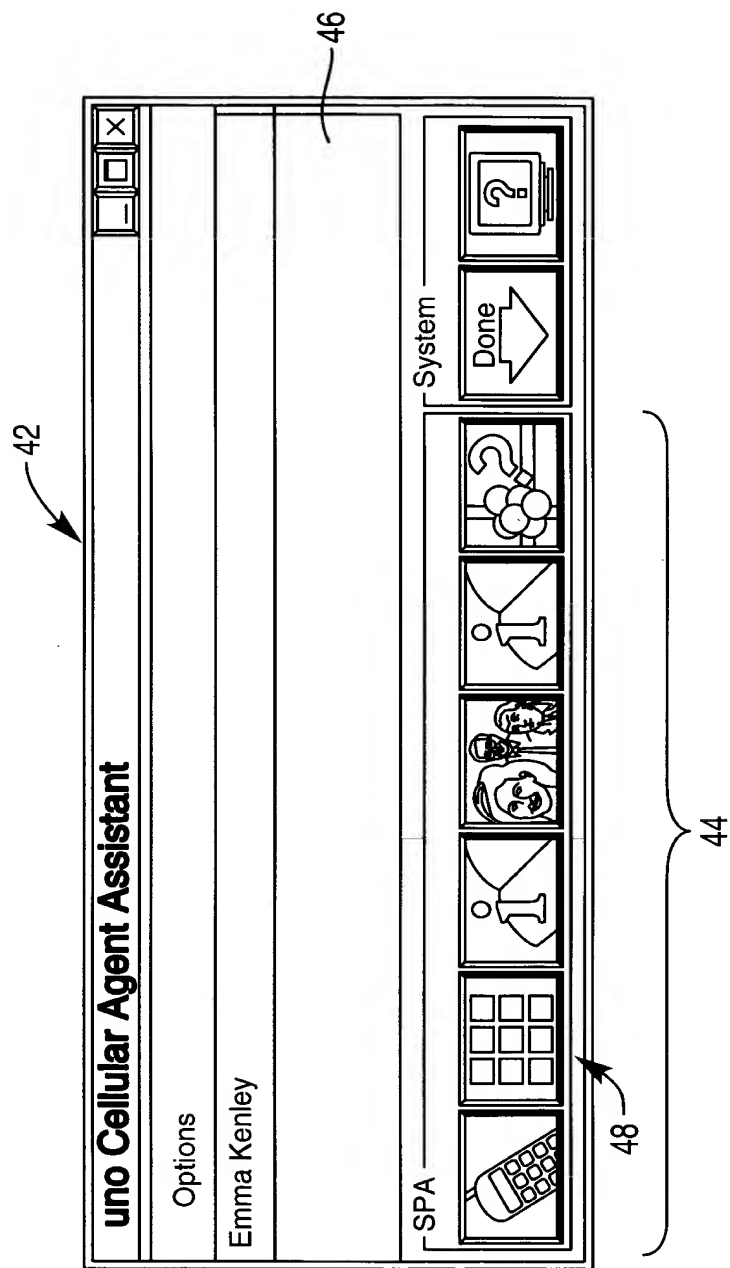


FIG. 4

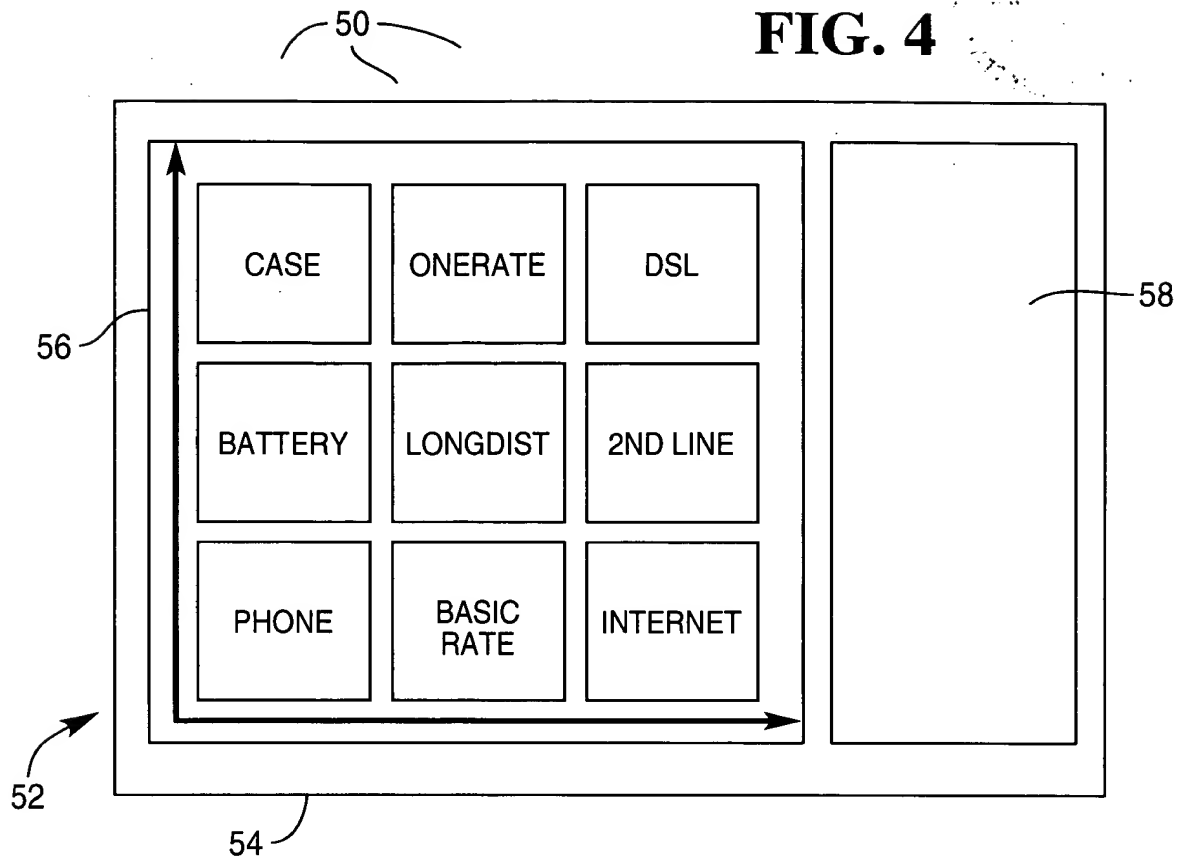


FIG. 5

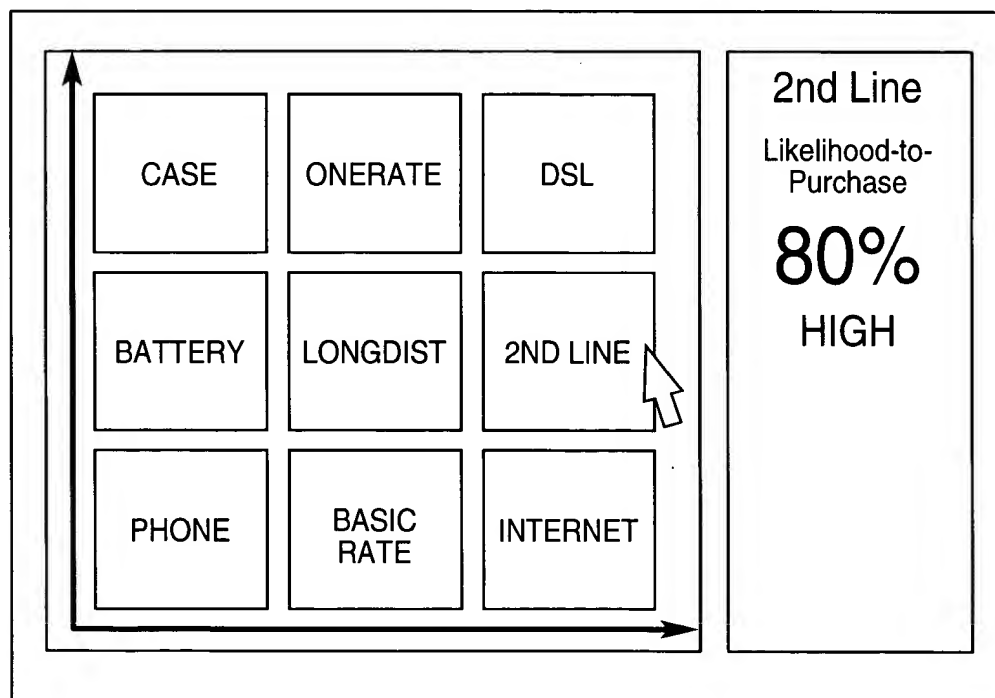


FIG. 6

